

Human Resources Directorate - FY21 SLA Systems Performance Metrics

Metric #	Measurement	Metrics	Who	Method of Measurement	1 st Qtr	2 nd Qtr	3 rd Qtr	4 th Qtr
1	<u>Implementing New Federal Pay and Personnel Regulatory Requirements</u> Requirements received with sufficient lead time	100% implementation of all changes within time frame mandated or workaround solution mutually agreed to as an interim a) DEFINITION: Requirements are received with sufficient lead time.	PPSD	Manual – measured at system level MEASUREMENT: The Personnel and Payroll Systems Division tracks regulatory change requests and implementation dates to determine if requirements or interim workaround solutions were implemented on or before effective dates.	100.00%	N/A	100.00%	
2	<u>Implementing New Federal Pay and Personnel Regulatory Requirements</u> Requirements with a retroactive effective date or when sufficient lead time not provided	100% implementation of all changes scheduled for an upcoming FPPS Release with workaround solutions mutually agreed to as an interim a) DEFINITION: Requirements with a retroactive effective date or when sufficient lead time not provided.	PPSD	Manual – measured at system level MEASUREMENT: The Personnel and Payroll Systems Division tracks regulatory change requests and implementation dates to determine if requirements or interim workaround solutions were implemented on or before effective dates.	100.00%	N/A	100.00%	
3	<u>Payroll Accuracy</u> Pay and leave processed accurately	99.8% accuracy based on information received and in IBC's control	Payroll	Automated – Corrections or adjustments processed in FPPS are manually or programmatically assigned a reason code. Reason codes POD, System, or Pay Driver indicate errors were made by FPPS or by Payroll staff. The numbers of these errors are compared to the total number of transactions processed to determine percentage.	99.97%	99.99%	99.96%	
4	<u>Disbursements</u> Disbursements are made on or before the scheduled process date	99.9% timely payroll disbursements DEFINITION: Bi-weekly Payroll schedules are certified in time to meet Treasury cutoffs.	Payroll	Manual – measured at system level MEASUREMENT: Payroll Operations Division (POD) annotates a manual log if a schedule is not certified in time to meet Treasury cutoffs.	100.00%	100.00%	100.00%	
5	<u>Disbursements</u> Disbursements are made on or before the scheduled process date	99.9% timely payroll disbursements DEFINITION: Employees are paid through the bi-weekly process when personnel and time & attendance data is provided to the system in a timely manner.	Payroll	Manual – measured at system level MEASUREMENT: POD runs queries which count the number of employees who received paid dailies and compare to the total number of employees active in the applicable pay period.	100.00%	99.95%	100.00%	
6	<u>Reports</u> External reports/interfaces completed by scheduled due dates	99% timely reports/interfaces DEFINITION: External reports and interface files are completed by scheduled due dates.	PPSD	Manual – measured at system level MEASUREMENT: Manual tracking by the Personnel and Payroll Systems Division (PPSD) using Control Room run logs to compare the dates reports/interface files were produced versus scheduled due dates. Results compared to total number of reports/interface files produced to determine percentage.	100.00%	100.00%	100.00%	
7	<u>Reports</u> External reports/interfaces completed by scheduled due dates	99% accuracy based on information provided DEFINITION: Recipients requirements are met based on data the client agency provides to the system and as the data is stored in the system.	PPSD	Manual – measured at system level MEASUREMENT: Manual tracking using Control Room run logs to determine which production reports/interface files were rerun. Results are compared to total number of reports/interface files produced to determine percentage.	100.00%	100.00%	100.00%	

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8	<u>Benefits Updates</u> Transmission of employee update files to external benefit providers within established timeframes. Includes: Long Term Care, Flexible Spending Account, Dental/Vision Benefit, Federal Employee Health Benefit files.	98% timely file submission	PPSD	Automated & Manual – measured at system level MEASUREMENT: Benefit update files: LTC, FSA, DVB transmitted biweekly on Thursday morning FEHB transmitted weekly on Friday morning Report output from the jobs run to generate the above files, showing date and time, are manually compiled.	100.00%	100.00%	100.00%	
9	<u>Hours of Operation</u> Payroll staff available Monday through Friday, 7:30am – 4pm Mountain Time (MT) excluding Federal holidays.	99% available DEFINITION: Hours that NBC is open within the specified timeframe. NBC maintains coverage during early dismissals.	Payroll	Manual – measured at system level MEASUREMENT: Manually tracked to count the number of hours Payroll Operations is not available for phone contact (due to phone problems, fire evacuations, etc.). Total hours unavailable compared to the total number of scheduled coverage hours.	100.00%	100.00%	100.00%	
10	<u>Hours of Operation</u> Employee and end-user help desks available to the client Monday through Friday, 6:00am – 5:30pm MT; excluding Federal holidays. Interactive Voice Response available 24x7.	99% available DEFINITION: Hours that the Payroll Customer Service Office (CSO) is open within the specified timeframe. NBC maintains coverage during early dismissals.	Customer Support Center	Manual – measured at system level MEASUREMENT: Manually tracked to count the number of hours CSO is not available for phone contact (due to phone problems, fire evacuations, etc.). Total hours unavailable compared to the total number of scheduled coverage hours.	N/A	N/A	N/A	
11	<u>Help Desk</u> Employee calls returned within 2 hours.	95% returned within 2 hours or less DEFINITION: Most calls are answered in person, however, voice messages are returned within specified working hour.	Customer Support Center PPSD	Automated & Manual – measured at system level MEASUREMENT: Manual log of time of incoming voice mail message versus time of return call. Number of calls returned within the time standard compared to the total number of calls to determine percentage.	N/A	N/A	N/A	
12	<u>Help Desk</u> Employee issues resolved or escalated to next Tier Help within 24 hours.	95% issues resolved within 24 hours or less DEFINITION: Calls are considered resolved when the ticket is closed in the Remedy tracking system.	Customer Support Center PPSD	Automated & Manual – measured at system level MEASUREMENT: Remedy query is run at the end of the month from the 1st thru end of month on all tickets entered into Remedy. Considering 6:00AM - 5:30 PM availability as well as taking off holidays and weekends.	99.41%	99.51%	99.76%	
13	<u>Help Desk</u> End-user calls returned within 4 hours.	95% returned within 4 hours or less DEFINITION: Most calls are answered in person, however, voice messages are returned within specified working hour.	Customer Support Center Payroll	Manual – measured at system level MEASUREMENT: Manual log of time of incoming voice mail message versus time of return call. Number of calls returned within the time standard compared to the total number of calls to determine percentage.	N/A	N/A	N/A	
14	<u>Help Desk</u> End-user issues resolved or escalated to next Tier Help within 48 hours.	95% issues resolved within 48 hours or less DEFINITION: Calls are considered resolved when the ticket is closed in the Remedy tracking system.	Customer Support Center Payroll	Automated & Manual – measured at system level MEASUREMENT: Remedy query is run at the end of the month from the 1st thru end of month on all tickets entered into Remedy. Considering 6:00AM - 5:30 PM availability as well as taking off holidays and weekends.	99.86%	99.57%	99.84%	

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15	<u>System Availability- FPPS</u> Production system available to the client Monday through Friday, 5:00am – 6:00pm MT, Saturday 5:00am – 3:00pm MT; excluding Federal holidays, and during payroll processing or other regularly scheduled outages. Additional hours available upon request for special circumstances.	97% available ***Current metric does not include webFPPS availability which could at times differ from FPPS.	PPSD	Manual – measured at system level MEASUREMENT: Manual tracking using Control Room logs to determine the time PPSD database opened and closed versus stated times scheduled to be available.	100.00%	99.50%	100.00%	
16	<u>System Availability- Web FPPS</u> Production system available to the client Monday through Friday, 5:00am – 6:00pm MT, Saturday 5:00am – 3:00pm MT; excluding Federal holidays, during payroll processing or other regularly scheduled outages. Additional hours available upon request for special circumstances.	97% available ***Does not include FPPS. See metric above.	PPSD	Manual – measured at system level MEASUREMENT: Manual tracking using Control Room logs to determine the time PPSD database opened and closed versus stated times scheduled to be available.	99.96%	100.00%	100.00%	
17	<u>System Availability – Quicktime</u> Production system available Monday through Friday, 4:00am – 12:00am MT; Saturday 4:00am – 9:00pm MT; Sunday 12:00pm – 8:00pm Bureau of Land Management and DOI Office of the Secretary only. Excluding Federal holidays and other regularly scheduled outages. Scheduled maintenance may be performed after 6:00pm MT as necessary with prior notification.	97% available	PPSD	Automated & Manual – measured at system level MEASUREMENT: Utility application checks each customer database for availability every minute. Results are consolidated and available hours divided by scheduled hours for availability. Figures are adjusted for advertised down times. Process is manual if the utility application is down.	100.00%	100.00%	99.98%	
18	<u>System Availability- webTA</u> Production system available Monday through Friday, 4:00am – 12:00am MT, Saturday 4:00am – 9:00pm MT; Excluding Federal holidays, and other regularly scheduled outages. Scheduled maintenance may be performed after 6:00pm MT as necessary with prior notification.	97% available	PPSD	Automated & Manual – measured at system level MEASUREMENT: Utility application checks each customer database for availability every minute. Results are consolidated and available hours divided by scheduled hours for availability. Figures are adjusted for advertised down times. Process is manual if the utility application is down.	99.95%	99.98%	99.73%	
19	<u>System Availability - WTTS</u> Production system available Monday through Friday, 5:00am – 6:00pm MT, Saturday 5:00am – 3:00pm MT. Excluding Federal holidays, and other regularly scheduled outages.	97% available	HRMSD	Manual Tracking – measured at system level MEASUREMENT: Manual tracking using logs to determine the time WTTS opened and closed versus stated times scheduled to be available.	100.00%	100.00%	100.00%	

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20	<u>System Availability - FedTalent</u> Production system available Monday through Friday, 5:00am – 6:00pm MT, Saturday 5:00am – 3:00pm MT. Excluding Federal holidays, and other regularly scheduled outages.	97% available	HRMSD	Manual Tracking – measured at system level MEASUREMENT: Manual tracking using logs to determine the time FedTalent opened and closed versus stated times scheduled to be available.	99.93%	100.00%	100.00%	
21	<u>System Performance</u> Internal system response time within established parameters.	95% available DEFINITION: An internal database response time of 3 seconds or less will be maintained during PPSD hours of operation.	IT Larry Tate	Manual – measured at system level MEASUREMENT: A report is generated through automated processes using database and operating system logs of response times. Results are evaluated over hours of operation to determine percentage.	99.80%	99.80%	99.86%	
22	<u>System Operations</u> User access granted within 72 hours of request.	98% access granted within 72 hours or less DEFINITION: User access requests will be granted within 72 hours of the receipt of an approved access request and all necessary client data.	IT John Hasler	Automated & Manual - measured at system level MEASUREMENT: Manual tracking using data available in access request system and log of when request is granted is used. Results are compared to determine percentage.	100.00%	99.94%	99.94%	
23	<u>Retirement submissions to OPM</u> Submission of retirement records to OPM within 30 days of separation	85% timely submission to OPM of retirement records within 30 days of separation	POD - Benefits	Automated & Manual - measured at system level MEASUREMENT: Gathers information in the Retirement Reporting System regarding timeliness of personnel actions and package receipts from agencies.	83.96%	90.54%	86.97%	

Comments:

Metrics 10, 11 & 13, Qtr 1, 2 & 3: Phone metrics at this time are unavailable due to the pandemic.

Metric 23, Qtr 1: This metric was not met as a result of agencies failing to provide retirement packages timely in November 2020. In the transition from paper to electronic packages (via Secure Transport) being sent to us by Servicing Personnel Offices, we encountered delays in receiving them as packages were being put in the wrong location.